

Please email or fax this completed form to the following:

Email: techsupport@usascientific.com
Fax: 352-351-2057



PRODUCT PERFORMANCE EVALUATION

(No replacements or repairs will be issued until all required information is obtained)

Customer Service Rep:	Date:
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Customer Information

Institution:	Contact:
Phone:	Fax:
Email:	Order No.
Shipping address:	Qty of defect:

Product Information

USA Cat. No.	Lot/Serial No.
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Reason for complaint: _____

Has the product been used? _____ If yes, please proceed to the question below:

Briefly describe the material that this item has been exposed to or used with: _____

Has this product been autoclaved? _____ If so, how often? _____

Decontaminations instruction if product has been used and needs to be returned for repair:

All acrylics:

Wash with only warm, soapy water

All other equipment including centrifuges, pipettors, dry baths, shakers, mixers, etc:

Wipe with a soft, lint-free moistened cloth with 70% ethanol solution

I CONFIRM:

1. The above information is true and complete to the best of my knowledge.
2. The product is free of contamination

Name: _____ Date: _____

Signature: _____

For internal purposes only

Purchasing Manager, CSM, or Product Management approval: Yes No

Comments: _____ Reference # _____

Plan of Action: _____ Date: _____ CSR initial: _____